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**Transportation**

**MILITARY AIRLIFT PASSENGER  
RESERVATION MANAGEMENT**

**COMPLIANCE WITH THIS PUBLICATION IS MANDATORY**

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(Lorine L. Robbins)  
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This volume provides standard guidance in the operation and management of the Passenger Reservation Centers (PRC). It implements AMCPD 24-1, *Military Airlift Policy for Aerial Port Operations*. This volume does not apply to Air National Guard or US Air Force Reserve units and members.

This volume requires the collection and maintenance of information protected by the Privacy Act of 1974. The authority to collect and maintain the records prescribed in this volume are 10 U.S.C. 8013 and E.O. 9397. Privacy Act statements required by AFI 37-132, *Air Force Privacy Action Program*, are either incorporated in the body of the document or in a separate statement accompanying each document. System of Records Notice F024AMC A, *Passenger Reservation and Manifesting System*, applies.

**SUMMARY OF REVISIONS**

This is the first publication of AMCI 24-101, Volume 8, substantially revising Chapter 8 of AMCR 76-1. It deletes excessive information and updates organizations and office symbols.

**Section A—General Information**

**1. Preface.** Policy and procedures pertaining to Department of Defense (DoD) passenger reservations are according to AFR 76-5/AR 55-6/OPNAVIST 630.23/MCO P4630.11, *Policies and Procedures for Obtaining Passenger Reservations for Department of Defense (DOD) International Air Travel*.

1.1. AMC established the automated Passenger Reservation and Manifesting System (PRAMS) for use by PRCs.

1.2. PRAMS schedules the movement of DoD personnel engaged in international air travel via Defense Business Operations Fund-Transportation (DBOF-T) and commercial aircraft under contract to AMC. AMCMAN 24-101, *Passenger Reservation and Manifesting System (PRAMS)*, provides operating procedures for PRAMS.

1.3. AMCMD 713, *Air Mobility Command Air Operations Squadron*, states the PRCs' general organization, mission, and responsibilities.

1.4. This regulation supersedes all previous guidance relating to PRC operations.

## **2. Goal:**

2.1. PRCs provide peacetime cost-effective international passenger airlift meeting the requirements of DoD customers while supporting the wartime mobilization base of the Civil Reserve Air Fleet (CRAF).

## **3. Objectives:**

3.1. Maximum revenue utilization of AMC Category B and M passenger airlift capability.

3.1.1. Eliminate unnecessary procurement of commercial airlift.

3.1.2. Provide customers quality passenger airlift service to meet their mission requirements.

## **4. Responsibilities:**

4.1. Passenger Reservation Management Branch (HQ AMC/DOJR):

4.1.1. Develop and implement policy and procedural guidance for the passenger reservation system operation.

4.1.2. Direct and conduct special studies involving various operations within PRAMS.

4.1.3. Evaluate efficiency of passenger movement programs.

4.1.4. Coordinate development of manpower, equipment, communication, facility, and funding requirements necessary to maintain and operate the PRCs.

4.1.5. Support regional PRCs regarding customer service, training, equipment, maintenance, manning, and facility requirements.

4.2. Regional PRCs:

4.2.1. Accept reservation transactions from authorized traffic management offices (TMO), passenger transportation offices (PTO), and installation transportation offices (ITO) and individuals as indicated in AFR 76-5 (Joint).

4.2.2. Assist all regional Passenger Reservation Users Site (PRUS) with training, equipment, maintenance, manning, and facility requirements.

4.2.3. Although primary areas of responsibility are established, PRCs accept reservation requests from any authorized location for any authorized channel.

4.2.4. Manually load category M missions within their area of responsibility if the Airlift Deployment Analysis System (ADANS) tape load is delayed for any reason. The AMC Capability Control Section will provide guidance on the input source and timing for the manual load.

*Section B—Plans, Programs, and System Analysis*

**5. General.** HQ AMC/DOJR develops procedures for mechanizing, automating, and standardizing the reservation system to include all communication and data automation requirements. HQ AMC/DOJR assists other PRCs and PRAMS users with technical and procedural problems. Inquiries are performed to verify passenger movement and determine the efficiency of the passenger reservation system.

**5.1. Programming Requirements.** HQ AMC/DOJR submits PRAMS software requirements using baseline change request (BCR) to the command's software administration office. After system changes are tested for accuracy, programming release messages are sent to PRAMS users advising them of the change.

**5.2. Communications and Computer Requirements.** HQ AMC/DOJR submits AF Form 3215, *C4 Systems Requirement Document*, to the AMC computer systems offices requesting computer hardware or software and communications for PRAMS implementation at designated user sites.

**5.3. Passenger Reservation User Sites (PRUS).** PRUS are installations with direct access to PRAMS computer terminals. Site selection requires coordination among AMC, the appropriate service headquarters, and site representatives. Identification and location of sites are based on total passenger reservation transactions and services' requirements. HQ AMC/DOJR provides PRAMS capability, initial training, and on-site assistance at PRUSs.

**5.4. Quarterly AMC Passenger Information Update.** HQ AMC/DOJR provides quarterly information updates notifying DoD users of new reservation procedures, new passenger channels and flights, customers' training seminar schedules, and other related transportation or communication topics.

**5.5. Routing Indicator (RI) File.** HQ AMC/DOJR manages and maintains the RI file in the PRAMS database. This file contains the RI, message address, and Defense Service Network (DSN) number of each PRAMS user. Authorized DoD transportation offices request passenger reservations via PRAMS and receive notices regarding their reservation requests. The RI file is updated as changes are received from communication centers and PRAMS users.

**5.6. AMC Passenger Travel Planner.** HQ AMC/DOJR publishes and distributes an easy-to-read passenger travel planner to DoD transportation offices no later than 30 days before the operating month.

**5.7. Selective Inquiry System (SIS).** HQ AMC/DOJR performs inquiries on active and historical flight and passenger information request by PRAMS users or DoD transportation offices. Historical tapes are maintained for 24 months.

**5.8. PRAMS Files, Reports, and Listings.** HQ AMC/DOJR maintains and manages the files stored in the PRAMS database. The file size is maintained by regularly purging PRAMS records to save on magnetic tape. DOJR purges the previous month's records between the 10th and 20th of each month.

**5.9. No-Show Report.** This report advises service users of passengers who failed to report or arrived late for confirmed flights. HQ AMC/DOJR prepares this report quarterly and distributes on request to the major commands and service headquarters for their review.

### *Section C—Training*

#### **6. Training and Orientation:**

**6.1. General.** The Scott and regional PRCs are responsible for management of PRAMS training and AMC-owned and operated airlift orientation programs to all DoD transportation passenger airlift users.

**6.1.1. Training.** The Scott PRC is the single DoD manager responsible for development of a PRAMS learning system. The Scott and regional PRCs are co-responsible for the execution of the system. This program targets transportation activities engaged in placing travel requests via direct/dial-up system access or the commercial reservation system gateway. The PRCs apply the PRAMS learning system to initial users and on a recurring basis based on the needs of the transportation activity.

**6.1.2. Airlift Orientation.** The Scott and regional PRCs provide on-base orientation seminars to respective customers to familiarize service transportation personnel with PRAMS and PRC functions. Seminars provide DoD representatives the most current information on airlift capability, reservation procedures, and an opportunity for discussion with AMC personnel regarding passenger reservation service.

### *Section D—Requirements, Studies, and Analysis*

**7. Responsibilities.** Compiles and analyzes HQ AMC/DOJ requirements and statistics of passenger movement.

7.1. Process historical passenger movement data directed for HQ AMC/DOJ/DOJR.

7.2. Provides AMC FSS/FMI with a consolidated armed service forecast. Determine along with AMC FSS/FMI and HQ AMC/LGC the fiscal year tariffs. Assists and provides feedback on forecasting passenger movement.

7.3. Analyzes Category B and M passenger movements and maintains data on service population on a quarterly basis.

7.4. Prepares ITO/PTO/TMO transportation office statistics and provides data for the command data book and commanders information summary.

7.5. Provide passenger utilization data for AMC (metrics), Mobility Management Briefings (MMB), and to Capability Management.

### *Section E—Passenger Airlift Capability*

**8. Responsibilities.** Manage peace and wartime passenger seat capability on a worldwide basis. Plan, analyze and adjust AMC DBOF-T funded military and commercial airlift scheduling of passenger seat capability to accommodate DoD requirements with optimum utilization.

**8.1. Objectives and Goals.** Determine the appropriate level of capability to maximize the utilization rate for each movement channel. Provide a timely release of acquired capability to ensure the best available service to DoD customers and best utilization of DoD resources. Schedule sufficient capability to minimize the time passengers stay in hold status.

**8.2. Monthly Utilization Analysis.** Provide management with analysis of utilization trends by major geographic areas and direction (inbound/outbound), for commercial charters (category B).

**8.3. PRC Projection of Passenger Movement.** Provide projection of total commercial passenger airlift requirements to appropriate staff agencies for incorporation in the CRAF contract purchase solicitation.

**8.4. Controlled Release.** PRCs control the release of capability based on decision elements such as high threat areas, economic factors, availability of alternate modes, etc. Seats placed in excess are not used unless approved by the controlling capability function.

**8.5. Mission Suspension.** With input from regional PRCs, AMC Capability Control determines the need to suspend flights as early as feasible. Missions considered for suspension are flights in hold but no longer required and flights with very low booking utilization.

**8.6. Rescheduling ACL Categories B and M.** Any PRC can adjust the ACL between channels to book passengers; however, all ACL increases or decreases to a flight will go through the Scott PRC. Do not delete airlift capability from the PRAMS database that is pending rescheduling or cancellation until an amendment is received verifying the action.

**8.7. Overbooking.** An overbooking factor is applied to Category B flights if delayed passengers can reasonably be moved within the AMCI 24-101, Volume 14, criteria. This overbook factor will normally be 10 percent.

**8.8. Transfer of Reservation Control.** AMC passenger service centers (PSC) assume control of mission modifications upon execution of the premanifest lock-out. After lock-out, any PRC modification to a mission will be coordinated with the PSC for all missions.

**8.9. Group Movement.** Regional PRCs are responsible for periodic review of the group status report and ensuring required names are applied in PRAMS. Group requests without individual names 10 days prior to flight are subject to cancellation. PRCs will not cancel the request without notifying the requester. Group travel requests submitted within 10 days of flight must be accompanied by name submission to be valid. PRCs who identify a no-name request whose routing indicator (RI) and movement channel Aerial Port of Embarkation (APOE) are in their area of responsibility must contact the requester for name submission or cancellation. If the movement channel APOE is in their area but the RI is outside their area of responsibility, the PRC must contact the appropriate PRC for assistance in obtaining names.

**8.10. Pet Bookings.** HQ AMC/DOJR loads pet spaces to AMC-owned and controlled flights. The regional PRCs have approving authority for intratheater pet movement on authorized channels. PRCs are responsible for booking pets in conjunction with permanent change of station movement on category B and M missions. Pets must be accompanied by a family member on all AMC flights.

**8.11. Unique Travel Requests.** Space block requests are normally for TDY passengers with special or unique requirements to travel on AMC channel cargo missions (See paragraph [8.14.](#)).

**8.12. Military working dogs (MWD).** Handlers with MWD are space-blocked on AMC cargo missions or dual configured flights. MWD movements on category B missions must have HQ AMC/DOJP approval.

**8.13. Prisoners.** Prisoners requiring armed guards are space blocked on military missions and will not be moved on commercial Category B aircraft.(See AMCI 24-101, Volume 14.)

**8.14. Space Blocking Passengers on Cargo Missions (Category L).** The PRCs make every effort to satisfy passenger reservation requests on existing scheduled passenger capability. When movement cannot be satisfied with the passenger missions in PRAMS or requests are for a specific military cargo mission that does not exist in PRAMS, initiate space block action in conjunction with HQ AMC TACC/TRKOA. Since PRAMS will not reflect category L show times, the requesting activities will coordinate show times with HQ AMC/TACC/TRKOA or the originating APOE passenger terminal.

### ***Section F—Passenger Reservations***

**9. General.** Reservation requests are accepted and processed according to procedures established in AFR 76-5.

9.1. Provide passenger reservation services and related travel information to DoD and other authorized agencies.

9.1.1. Record reservation requests requiring unique transactions on the AMC Form 24, *Special Transaction Request* (See [Attachment 1](#)).

9.1.2. Each PRC will review the potential duplicate listing daily to ensure timely action is taken to prevent duplicate reservations. Do not cancel the reservation without coordination with the respective TMO, PTO, or ITO.

9.1.3. PRC personnel will promptly process Next-of-Kin (NOK) of seriously ill or injured (SI) military members. The Air Force Military Personnel Center Casualty Command Post is responsible for notifying the PRC of the NOK travel requirement. The PRCs make appropriate travel reservations in coordination with the requester and governing directives.

9.2. High Threat Areas. High threat areas are identified in DoD Travel Security Policy Updates. PRCs provide priority support to travelers transiting high threat areas. When PRC personnel receive reservation requests for travel in these areas, inform the requesters of availability options, such as alternate channels and dates or military air. PRCs will ensure sufficient capability is provided on AMC channels transiting high threat areas. If Category B is not available or will not meet mission requirements, implement space block procedures.

**9.3. Form Prescribed.** This instruction prescribes AMC Form 24.

MICHAEL R. ENGEL, Colonel, USAF  
Assistant Director for Transportation  
Directorate of Operations

## Attachment 1

Figure A1.1. MC Form 24

SPECIAL TRANSACTION REQUEST			
NAME <i>MORRIS GLENN</i>	GRADE <i>CPT</i>	SEATS <i>001</i>	AMC CHANNEL <i>PHL-FRF</i>
RESERVATION IDENTIFICATION CODE <i>111-22-2244</i>	PRIORITY/SERVICE <i>2PTFZ</i>	ORIGIN STATION	FINAL DESTINATION
ROUTING INDICATOR <i>RUFLTVA</i>	TRAVEL DATES <i>339-340</i>	TMO NAME/NUMBER <i>TERRY JONES DSH 234-4266</i>	
REMARKS <i>Short notice TDR MR. Jones will call back tomorrow for reply.</i>  <b>SAMPLE</b>			
OPERATOR NAME		DATE RECEIVED	TIME RECEIVED

AMC FORM 24, JUN 92 (EF)

REPLACES MAC FORM 24, JUN 89